





Please type a plus sign (+) inside this box.

<b>Substitute for form 1449A/PTO</b>  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(use as many sheets as necessary)</i>			<i>Complete if Known</i>		
			Application Number		
			Filing Date		
			First Named Inventor		
			Group Art Unit		
Examiner Name			Attorney Docket No.		
Sheet	1	of	CE11527JDP		

U. S. PATENT DOCUMENTS						
Examiner Initials*	Cite No. *	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code* (if known)			
DH	—	6,614,769	B1	ERLICK ET AL.	09-02-2003	_____
DH	—	6,580,916	B1	WEISSHAAR ET AL.	06-17-2003	_____
DH	—	6,493,556	B1	Stinson	12-10-2002	_____
DH	—	6,345,279	B1	Li, et al.	2-5-2002	_____
DH	—	5,987,334	—	Kaku	11-16-1999	_____
DH	—	5,878,274	—	Kono et al.	03-02-1999	_____
DH	—	6,138,010	—	Rabe et al.	10/24/2000	_____
DH	—	US2003/0135631	A1	Li et al.	07-17-2003	_____
DH	—	US2003/0063728	A1	Sibal et al.	04-03-2003	_____
DH	—	US2003/0046401	A1	Abbott et al.	03-06-2003	_____

FOREIGN PATENT DOCUMENTS								
Examiner Initials*	Cite No. *	Foreign Patent Document			Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	Trans*
		Office	Number *	Kind Code* (if known)				
DH	—	EP	1143679	A2	MAES, STEPHEN	10/10/01	_____	
DH	—	WO	00/21249	A1	Motorola, Inc.	4/13/2000	_____	
DH	—	WO	00/21075	A1	IBM	4/13/2000	_____	
DH	—	WO	02/29603	A1	INTEL CORP.	04-11-2002	_____	

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
--------------------	-----------------	-----------------	------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.

\*Unique citation designation number. \*See Kinds of U.S. Patent Documents. \*Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). \*For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. \*Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. \*Applicant is to place a check mark here if English Language Translation is attached.



Please type a plus sign (+) inside this box.

Substitute for form 1449A/PTO		Complete if Known	
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (use as many sheets as necessary)		Application Number	
		Filing Date	
		First Named Inventor	Sanigepalli V. Praveenkumar
		Group Art Unit	
		Examiner Name	
Sheet	1	of	Attorney Docket No. CE11527JDP

OTHER PRIOR ART – NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T*
DH	—	RouteScience, "Lower Bandwidth Cost", <a href="http://www.routescience.com/products/pro_lower.html">http://www.routescience.com/products/pro_lower.html</a> , 12/11/03	✓
DH	—	Nortel Networks, "Enhanced Contact Center, Self-service solutions" <a href="http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html">http://www.nortelnetworks.com/corporate/news/topnews/2003a/021203_engaged_business.html</a> , 2pages NO DATE LISTED	✓
DH	—	"Multi-modal Interface Technologies", Paul Dalsgaard, <a href="http://www.eu-norrdanmark.dk/download/IST%20012%20MultiModal%20Interfaces">http://www.eu-norrdanmark.dk/download/IST%20012%20MultiModal Interfaces</a> , NO DATE LISTED	✓
DH	—	"Device Dependent Modality Selection for User Interfaces-An Empirical Study" by Christian Elting, Jan Swickel and Rainer Malaka, found in International Conference on Intelligent User Interfaces, 2002, NO MONTH LISTED	✓

Examiner Signature	/Diego Herrera/	Date Considered	06/21/2006
--------------------	-----------------	-----------------	------------

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation, if not in conformance and not considered. Include copy of this form with next communication to applicant.

\* Unique citation designation number. \*Applicant is to place a check mark here if English Language Translation is attached.